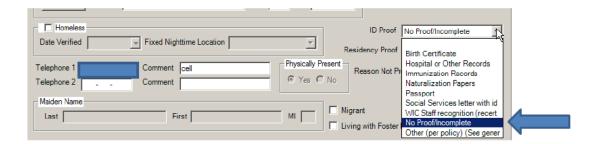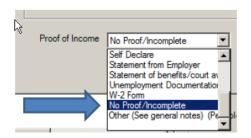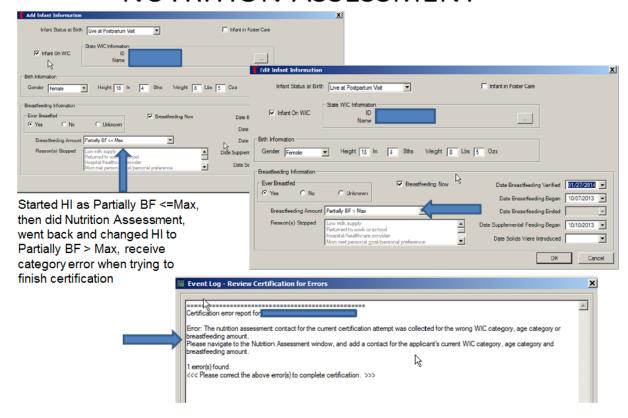# MISSING PROOFS

In order to allow you to update the Demographics information such as proxy, address, etc. There is now a new option of No Proof/Incomplete when starting a CGS on a participant and they are missing proofs. This selection will be available in the drop down boxes for proof of ID, income, and residency. This choice is only used when the participant is missing a proof . If this option is chosen, DO NOT complete the rights and responsibilities and do not print checks. This will leave the certification as incomplete. When the participant returns (within 30 days), add the missing proof, complete the CGS by having them sign the R&R and print the checks. You will need to put an alert on the folder regarding missing proofs.

NUTRITION ASSESSMENT

Started HI as Partially BF <=Max, then did Nutrition Assessment, went back and changed HI to Partially BF > Max, receive category error when trying to finish certification
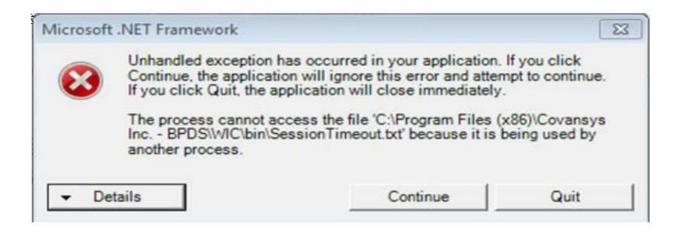
When you key in a Nutrition Assessment for an infant that is partially breastfeeding and if you need to make any changes with the amount of breastfeeding it makes you key in the Nutrition Assessment all over again.

For example: Under the Health tab if you originally key in Breastfeeding < Max, and at the end of the Cert you need to change to Breastfeeding >Max it will give you an error message that a new nutrition assessment needs to be keyed in for the new breastfeeding status.

The nutrition assessment questions are driven by the health information and breastfeeding amount. It is important that Health Information is completed before Nutrition Assessment in MOWINS as the nutrition assessment questions are created from the WIC category, age, and BF amounts. So when a BF amount is changed, the questions are changed and will require you to do a new Nutrition Assessment. Agencies may need to adjust their clinic flow if this becomes a problem.

UNHANDLED EXCEPTION ERROR

Microsoft .NET Framework

Unhandled exception has occurred in your application. If you click Continue, the application will ignore this error and attempt to continue. If you click Quit, the application will close immediately.

The process cannot access the file 'C:\Program Files (x86)\Covansys Inc. - BPDS\WIC\bin\SessionTimeout.txt' because it is being used by another process.

Details   Continue   Quit

Some agencies have reported that they are receiving the above error message.
Upon investigation, this has been reported in JIRA by other states and does not look to be an install issue. For now, the workaround is to simply click continue. Depending on the actual error message received, you may have to log out and log back in and do a reset/update.

DIRECT SHIP PRINTING CHECKS

This pop up box shows that sent to printer but nothing goes to printer when done through issue benefits. If you have done through Add/Replace, please be aware that checks are issuing for formula and need to be destroyed.
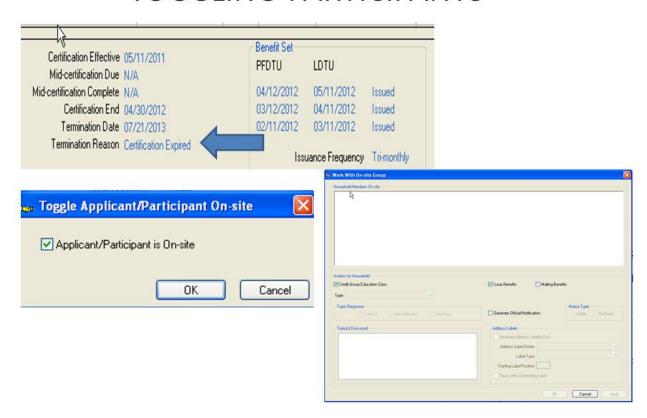
When a direct shipment is done through Add/Replace (as is often the case), checks are printed for the direct shipment formula. This is a defect. The Help Desk is advising LWPs to write VOID on the check and shred the check. The LWP **should NOT VOID** the check in the system. The LWP should enter a general note to indicate the printed check was shredded.

The implication for state nutritionists completing a direct shipment and providing TA is that we'll see a direct ship check issued in the system. It is possible that if this check was given to the participant, it could be redeemed. If the check is voided in the system, it will look as if the participant did not receive the direct ship formula, and if no other checks were issued, the LWP will not get the count.

A direct ship check for formula that is issued through "Issue Benefits" will show up in the system but will not print a check. "Issue Benefits" is working as it should for a direct shipment.

TOGGLING PARTICIPANTS

Certification Effective	05/11/2011	Benefit Set		
Mid-certification Due	N/A	PFDTU	LDTU	
Mid-certification Complete	N/A			
Certification End	04/30/2012	04/12/2012	05/11/2012	Issued
Termination Date	07/21/2013	03/12/2012	04/11/2012	Issued
Termination Reason	Certification Expired	02/11/2012	03/11/2012	Issued
		Issuance Frequency	Tri-monthly	

Toggle Applicant/Participant On-site

☑ Applicant/Participant is On-site

OK   Cancel

Work With On-site Group

Household Members On-site

Actions for Household
☑ Credit Group Education Class   ☑ Issue Benefits   ☐ Mailing Benefits
Type

Topic Response   Notice Type
○ Topic(s)   ○ Client Refused   ○ No Show   ☐ Generate Official Notification   ○ Letter   ○ Postcard

Topic(s) Discussed   Address Labels:
☐ Generate Address Label(s) First
Address Label Printer
Label Type
Starting Label Position
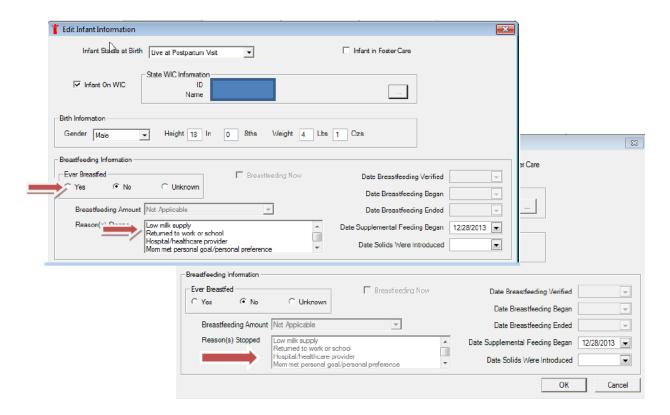☐ Pause after Generating Label

OK   Cancel   Apply

The toggle on-site only works on participant records that are in a current valid cert period. The toggle will not work on participant records that only have a pre-screen, are in a current cert but terminated, or their previous cert period is expired. Also, if a participant is toggled on-site and the record is termed, you cannot toggle them offsite.

Resolution or next steps:

The toggling on-site is a defect that has been reported in JIRA. The issue with not being able to toggle offsite does have a workaround. The clinic will need to reinstate the participant, toggle them offsite and then manually terminate them.
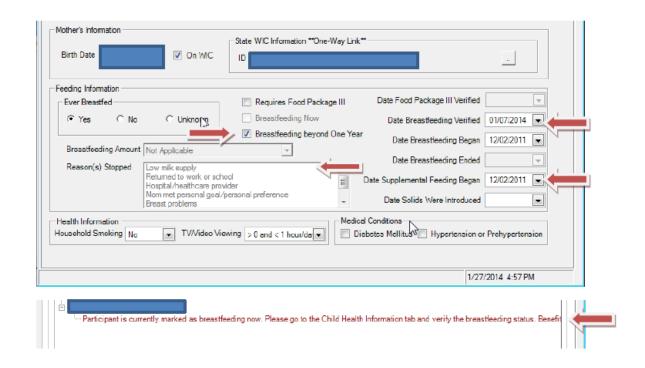
LINKING NBF MOM TO INFANT

When doing link from NBF Mom to Infant

Ever Breastfed is No but Reason Stopped wants an answer.

Resolution or next steps:

Ever Breastfed is No which is correct and it shows supplemental feeding began completed. However, the reason stopped box is not disabled and requires an answer if you hit ok.   If you will click on No for Ever Breastfed it will disable the reason stopped box and you can hit ok and continue with CGS.
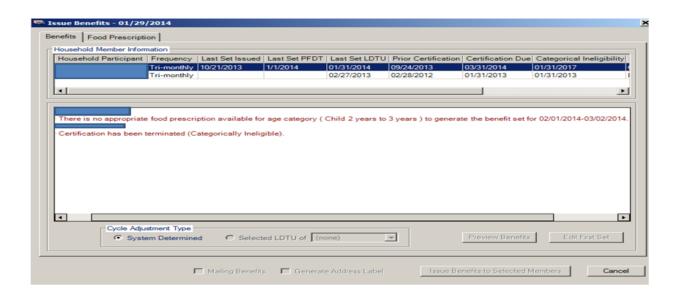
BREASTFEEDING BEYOND ONE YEAR

Breastfeeding beyond one year process

When a clinic checks breastfeeding beyond one year, the breastfeeding now box will automatically uncheck as well as breastfeeding amount will default to not applicable and be grayed out. The clinic will still need to update the Date Breastfeeding Verified and Date Supplemental Feeding began if there is not one currently listed and then they will be able to issue checks. If Date Breastfeeding Verified is not updated, when they get to issue checks, they will get a message that states it needs to be verified. If they cancel and go back to health information and verify the date, they will be able to hit issue benefits and be able to issue checks. This is not considered a defect as they should be updating Date Breastfeeding Verified if the participant is breastfeeding.

2-3 YR OLD CHILD FOOD PACKAGE

Child Food Package not automatically assigned.

If the child will change age categories during the benefit cycle, you will need to enter a new food package before issuing benefits. The only time the food package is automatically assigned is during the CGS. I know there was some confusion on one call about that. It is only new participants and during CGS that the 2-3 yr old food package enhancement will occur.

GROWTH CHART CONVERSIONS

	Health Info	Growth Chart (Data box – on the 0-24 weight/height chart)
Birth Height	18 7/8 inches	18.9 inches
Birth Weight	6 lbs 3 oz	6.2 lbs

For Conversion:

Height

Convert 8ths to decimals by dividing numerator by denominator. Using example above 7 ÷ 8 = 0.875 - Round to nearest 10th, making the total height 18.9 inches

Weight
Convert ounces to decimals by multiplying by 0.0625. Using the example above 3 oz x 0.0625 = 0.1875 – Round to nearest 10th, making the total weight 6.2 pounds
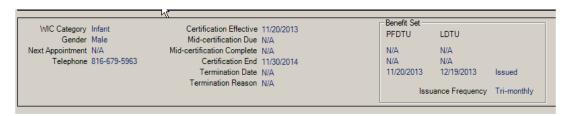
Ht was entered as 18 7/8 but is recorded on growth grid as 18.9, wt was entered as 6 lbs 3 oz but is recorded on growth grid as 6.2.
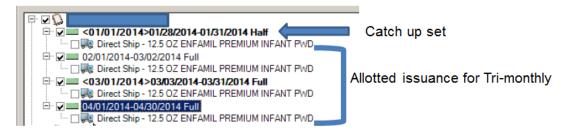
Resolution or next steps:

This is correct as the height and weight on the grids are plotting in tenths and the information entered is in pounds and ounces for weight and inches and eighths for length.

MONTH TO MONTH AND ISSUANCE

Participant is set to Tri-Monthly and is being forced to Month to Month

			Benefit Set		
WIC Category	Infant	Certification Effective	11/20/2013	PFDTU	LDTU
Gender	Male	Mid-certification Due	N/A		
Next Appointment	N/A	Mid-certification Complete	N/A	N/A	N/A
Telephone	816-679-5963	Certification End	11/30/2014	N/A	N/A
		Termination Date	N/A	11/20/2013	12/19/2013 Issued
		Termination Reason	N/A		
				Issuance Frequency	Tri-monthly

When go to issue benefits 4 sets appear. The first is a catch up set to get them on Month to Month and the other 3 sets are part of their issuance package. This is not over issuance.

```
☑ 🗎
  ☑ <01/01/2014>01/28/2014-01/31/2014 Half        ⬅ Catch up set
    ☐ 🚚 Direct Ship - 12.5 OZ ENFAMIL PREMIUM INFANT PwD
  ☑ 02/01/2014-03/02/2014 Full
    ☐ 🚚 Direct Ship - 12.5 OZ ENFAMIL PREMIUM INFANT PwD      Allotted issuance for Tri-monthly
  ☑ <03/01/2014>03/03/2014-03/31/2014 Full
    ☐ 🚚 Direct Ship - 12.5 OZ ENFAMIL PREMIUM INFANT PwD
  ☑ 04/01/2014-04/30/2014 Full
    ☐ 🚚 Direct Ship - 12.5 OZ ENFAMIL PREMIUM INFANT PwD
```

When participants are being converted to month to month it may appear that the system is suggesting over issuance, however, the first set is normally a catch-up set that puts them month to month and is not counted as part of their allotted issuance frequency.

Example: Participant is set to tri-monthly and going to month to month. When you go to issue benefits, the system is suggesting 4 sets. You will notice that the first set is typically a partial set that gets them set to month to month and then the other 3 sets are their actual allotted issuance frequency. You will only see this on those participants who were not previously on month to month prior to the release. You are not required to issue all suggested benefits.

APPOINTMENT SCHEDULING

Explanation of Current Functionality

The order that Resource columns display in the **Schedule Appointments for Household** screen changes based on which Resource is first scheduled an appointment for a specific date. This is due to system coding that makes an assumption that Resource columns would be filled from left-most column to right.

For example: Resources display in the order: CPA1, CPA2, CPA3 and Breastfeeding before any appointments are scheduled for that date.

Schedule Appointments: 166 – WASHINGTON COUNTY GOVERNMENT CENTER – 11/26/201				
Time	CPA 1	CPA 2	CPA 3	Breastfeedi
▶ 08:00 AM				
08:15 AM				
08:30 AM				
08:45 AM				

The first appointment for that date is scheduled in the third Resource column, CPA3.

Schedule Appointments: 166 – WASHINGTON COUNTY GOVERNMENT CENTER – 11/26/201				
Time	CPA 1	CPA 2	CPA 3	Breastfeedi
▶ 08:00 AM				
08:15 AM				
08:30 AM			TEST APPT A(Ch	
08:45 AM				

Explanation of Current Functionality

The order that Resource columns display in the **Schedule Appointments for Household** screen changes based on which Resource is first scheduled an appointment for a specific date. This is due to system coding that makes an assumption that Resource columns would be filled from left-most column to right.

New Functionality/Enhancement

The ability to determine the order of your Resource columns has been added to the **Define Resources** window, which is found in **Build Clinic Calendar** by clicking on **Calendar...Resources** in the Central Administrative Site.

When the screen is refreshed or re-opened, the Resource columns now display in the order: CPA3, CPA1, CPA2 and Breastfeeding.
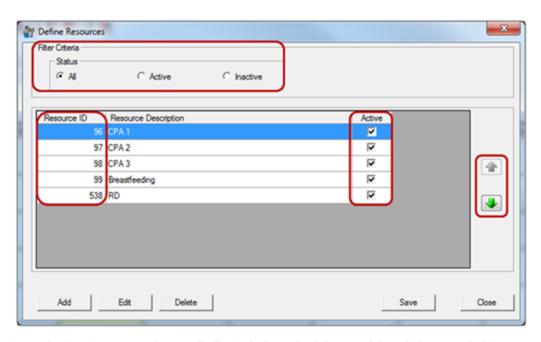
Schedule Appointments: 166 - WASHINGTON COUNTY GOVERNMENT CENTER - 11/26/201				
Time	CPA 3	CPA 1	CPA 2	Breastfeedi
▶ 08:00 AM				
08:15 AM				
08:30 AM	TEST APPT A(Ch			
08:45 AM				

If the next appointment for that date is scheduled in the fourth column (Breastfeeding), once refreshed the order of the Resource columns changes again and displays as: CPA3, Breastfeeding, CPA1, and CPA2.

Schedule Appointments: 166 - WASHINGTON COUNTY GOVERNMENT CENTER - 11/26/201				
Time	CPA 3	Breastfeeding	CPA 1	CPA 2
▶ 08:00 AM				
08:15 AM		TEST APPT A(Ch		
08:30 AM	TEST APPT A(Ch			
08:45 AM				

As you will see here, once refreshed, the columns now display with the columns having scheduled appointments first and then the empty columns.

To set the columns in a fixed location go to the Central Administrative Site, **Build Clinic Calendar** click on **Calendar…Resources.**

The order the Resource columns will display in the **Schedule Appointments for Household** screen depends on the order the Resources display in the **Define Resources** window. The Resources will display in columns from left to right on the screen based on their order from top to bottom in this list.

In the **Schedule Appointments for Household** screen, the Resource columns will now display in the order you have designated.

Time	Breastfeeding	RD	CPA 1	CPA 2	CPA 3
▶ 08:00 AM					
08:15 AM					
08:30 AM					
08:45 AM					

When you schedule appointments, they will remain in the same order you designated regardless of which column has an appointment scheduled first.

Time	Breastfeeding	RD	CPA 1	CPA 2
▶ 08:00 AM				
08:15 AM				
08:30 AM			TEST APPT A(Ch	
08:45 AM				

Time	Breastfeeding	RD	CPA 1	CPA 2
08:00 AM				
08:15 AM		TEST APPT A(Ch		
08:30 AM			TEST APPT A(Ch	
08:45 AM				

By utilizing this function, resources will now display in the order you have designated and not rotate based on which column has an appointment scheduled first.